

SECTION C - DESCRIPTION/SPECIFICATIONS/WORK STATEMENT

C.1 STATEMENT OF WORK

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1.0 PURPOSE

The Statement of Work describes the requirements for providing resources necessary to meet the planning and execution of a broad variety of human resources administrative activities related to training and development, management, operations, and consultation services in support of the NASA Lyndon B. Johnson Space Center (JSC) Human Resources Office. The Contractor shall perform the work as specified in Section C, Statement of Work (SOW).

2.0 SCOPE OF WORK

The Contractor shall perform administrative, technical, analytical and consulting work in support of human resources activities in the areas of training and development, management, and operations services to the NASA Johnson Space Center (JSC). The Contractor shall be responsible for providing these services to the JSC locations which include the Sonny Carter Training Facility (SCTF), Ellington Field, and the White Sands Test Facility (WSTF), Las Cruces, New Mexico, and other sites as specifically designated.

2.1 Product and Services

The Work Breakdown Structure (WBS) and the associated reference numbers outlined below describe at a high level the products and services required under this contract. The WBS numbers will be used on Contractor Task Orders as well as in contract planning, reporting, and scheduling.

4.0 Human Resources Training and Development

5.0 Human Resources Management

6.0 Human Resources Operations

3.0 CONTRACT MANAGEMENT

The Contractor shall perform all the management functions, including technical and business management, necessary to plan, implement, track, report and deliver the services described in the Statement of Work (SOW). In performance of this contract the Contractor shall comply fully with the most current versions of all documents in Attachment J.

3.1 Work Authorizations

The Contracting Officer authorizes work via Task Order. In addition to the requirements identified in the SOW, Task Orders shall further specify requirements and indicate any schedules, metrics or special requirements.

3.2 Nondisclosure Statements

The Contractor shall submit a nondisclosure statement per company policy and procedures for all personnel upon employment on the Human Resources Services contract per DRD No. 05, Non-Disclosure Statements, in Section J.

4.0 HUMAN RESOURCES TRAINING AND DEVELOPMENT

The Contractor shall perform administrative, technical, analytical and consulting services in support of the Human Resources Development Office (HRDO) training and development activities in a variety of discipline areas.

- 4.1 The Contractor shall manage and coordinate the training courses, programs, and initiatives in support of HRDO's Center-wide training and development program.
- 4.2 The Contractor shall coordinate various Agency and Center level professional development programs.
- 4.3 The Contractor shall develop and/or generate a variety of reports such as current enrollments and financial reports in response to Center and Agency organizations and offices.
- 4.4 The Contractor shall research information and participate in appropriate professional development activities to stay abreast of the state-of-the-art in their discipline areas, instructional design, curriculum development, general training & development, and remain current in the tools & resources used in the HRDO.
- 4.5 In support of the HRDO, the Contractor shall represent the office on committees and task forces; attend meetings, conferences, conference calls, video-teleconferences; and interact, develop and build relationships with the external community, NASA Headquarters, other NASA Centers, Federal agencies, and other companies.

5.0 HUMAN RESOURCES MANAGEMENT

- 5.1 The Contractor shall assist in the development of HR Professionals and/or leads and managers in organizations in various areas of human resources disciplines such as Development, Classification, Employee Relations, Performance Management, and Staffing by designing and developing modules; and mentoring, and coaching HR professionals as required. The Contractor may involve subject matter experts, as required.
- 5.2 The Contractor shall conduct studies and analyses of best practices in human resources disciplines to improve policies and practices.
- 5.3 The Contractor shall consult in the Center's position management review or other significant studies, drafting policies and guidelines to be used by HR professionals in providing advice and counsel to organizations.
- 5.4 The Contractor shall support efforts of the Human Resources Office and JSC organizations to recruit critical skills or difficult-to-fill positions, as required.
- 5.6 The Contractor shall support efforts of the Human Resources in workforce planning and analysis, as required.
- 5.7 The Contractor shall utilize a variety of HR Information Systems and tools in support of Human Resources Management responsibilities, including the Federal Personnel/Payroll System (FPPS); the position description system; various workforce tracking systems (e.g., NASA's Workforce Transformation Tracking System and the Competency Management System).

6.0 HUMAN RESOURCES OPERATIONS

- 6.1 The Contractor shall work with the Contracting Officer's Technical Representative (COTR) and Alternate COTR for the Administrative/Clerical Support Services (ACSS) Contract to initiate, track, and update purchase requests of delivery orders in the Integrated Financial Management (IFM) system or SAP.

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- 6.2 The Contractor shall work with the Human Resources Operations Office to initiate and review new employee data in the Office of Personnel Management's (OPM) E-QIP system for Personnel Suitability/Clearance and to ensure their online forms are completed correctly and forwarded to OPM.
- 6.3 The Contractor shall work with the Human Resources Operations Office to initiate purchase requests and make doctor's appointments for confidential and sensitive employee medical evaluations.
- 6.4 The Contractor shall provide expertise in drafting and updating the Center's human resources policies, including those in the HR Handbook. In accomplishing this, the Contractor shall partner with HR professionals in obtaining inputs and feedback on written drafts. The Contractor may involve subject matter experts, as required.
- 6.5 The Contractor shall provide high-level written products on behalf of the Human Resources Office for Center Management, such as: Senior Executive Service performance appraisals and award nominations; NASA and JSC Directives; Developmental programs documentation; Intergovernmental Personnel Act Agreements; Space Act Agreements.

[END OF SECTION]